



General Assembly

**Substitute Bill No. 109**

February Session, 2006

\* \_\_\_\_\_SB00109APP\_\_041106\_\_\_\_\_\*

**AN ACT CONCERNING MULTILINE TELEPHONE SYSTEMS AND  
ENHANCED 9-1-1.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 28-25 of the general statutes is repealed and the  
2 following is substituted in lieu thereof (*Effective October 1, 2008*):

3 As used in this section and sections 28-25a, 28-25b, 28-26, 28-27, 28-  
4 27a, 28-28, 28-28a, 28-28b, 28-29, 28-29a and 28-29b and sections 2 to 8,  
5 inclusive, of this act:

6 (1) "Automatic number identification" or "ANI" means an enhanced  
7 9-1-1 service capability that enables the automatic display of the seven  
8 digit number used to place a 9-1-1 call.

9 (2) "Automatic location identification" or "ALI" means an enhanced  
10 9-1-1 service capability that enables the automatic display of  
11 information defining the geographical location of the telephone used  
12 to place a 9-1-1 call.

13 (3) "Office" means the Office of State-Wide Emergency  
14 Telecommunications.

15 (4) "Commission" means the E 9-1-1 Commission created by section  
16 28-29a.

17       (5) "Enhanced 9-1-1 service" means a service consisting of telephone  
18 network features and public safety answering points provided for  
19 users of the public telephone system enabling such users to reach a  
20 public safety answering point by dialing the digits "9-1-1". Such service  
21 directs 9-1-1 calls to appropriate public safety answering points by  
22 selective routing based on the geographical location from which the  
23 call originated and provides the capability for automatic number  
24 identification and automatic location identification features.

25       (6) "Enhanced 9-1-1 network features" means those features of  
26 selective routing which have the capability of automatic number and  
27 location identification.

28       (7) "Municipality" means any town, city, borough, consolidated  
29 town and city or consolidated town and borough.

30       (8) "Public safety agency" means a functional division of a  
31 municipality or the state which provides fire fighting, law  
32 enforcement, ambulance, medical or other emergency services.

33       (9) "Private safety agency" means any entity, except a municipality  
34 or a public safety agency, providing emergency fire, ambulance or  
35 medical services.

36       (10) "Public safety answering point" means a facility, operated on a  
37 twenty-four-hour basis, assigned the responsibility of receiving 9-1-1  
38 calls and, as appropriate, directly dispatching emergency response  
39 services, or transferring or relaying emergency 9-1-1 calls to other  
40 public safety agencies. A public safety answering point is the first  
41 point of reception by a public safety agency of a 9-1-1 call and serves  
42 the jurisdictions in which it is located or other participating  
43 jurisdictions.

44       (11) "Selective routing" means the method employed to direct 9-1-1  
45 calls to the appropriate public safety answering point based on the  
46 geographical location from which the call originated.

47 (12) "Telephone company" includes every corporation, company,  
48 association, joint stock association, partnership or person, or lessee  
49 thereof, owning, leasing, maintaining, operating, managing or  
50 controlling poles, wires, conduits or other fixtures, in, under or over  
51 any public highway or street, for the provision of telephone exchange  
52 and other systems and methods of telecommunications and services  
53 related thereto in or between any or all of the municipalities of this  
54 state.

55 (13) "Private branch exchange" means an electronic telephone  
56 exchange installed on the user's premises to allow internal dialing  
57 from station to station within such premises and connection to  
58 outgoing and incoming lines to the public switched network of a  
59 telephone company.

60 (14) "Private safety answering point" or "PSAP", means a facility  
61 within a private company, corporation or institution, operated on a  
62 twenty-four-hour basis, and assigned the responsibility of receiving 9-  
63 1-1 calls routed by a private branch exchange and, directly dispatching  
64 in-house emergency response services, or transferring or relaying  
65 emergency 9-1-1 calls to other public or private safety agencies.

66 (15) "Emergency medical dispatch" means the management of  
67 requests for emergency medical assistance by utilizing a system of (A)  
68 tiered response or priority dispatching of emergency medical resources  
69 based on the level of medical assistance needed by the victim, and (B)  
70 prearrival first aid or other medical instructions given by trained  
71 personnel who are responsible for receiving 9-1-1 calls and directly  
72 dispatching emergency response services.

73 (16) "Alternative method of notification" means an enhanced 9-1-1  
74 service capability that that enables the location of the emergency caller  
75 and the initiation of emergency response.

76 (17) "Alternative methods to support enhanced 9-1-1" means  
77 methods used by a MLTS operator to provide a 9-1-1 emergency  
78 response team a reasonable opportunity to quickly locate a caller as an

79 alternative to the MLTS signaling needed to produce the automatic  
80 display of caller location information on the video terminal of the call-  
81 taker.

82 (18) "Building unit identifier" or "BUI" means a room number or  
83 equivalent designation of a portion of a structure or building.

84 (19) "Call back number" means a number used by the PSAP to  
85 initiate contact with the location from which the 9-1-1 call was placed.  
86 The number may or may not be the number of the station used to  
87 originate the 9-1-1 call.

88 (20) "Emergency location identification number" or "ELIN" means a  
89 valid North American Numbering Plan format telephone number  
90 assigned to the MLTS operator for the purpose of routing a call to a  
91 PSAP, which then may retrieve ALI. The North American Numbering  
92 Plan number may in some cases not be a dialable number.

93 (21) "Emergency response location" or "ERL" means a location to  
94 which a 9-1-1 emergency response team may be dispatched. The  
95 location shall be specific enough to provide a reasonable opportunity  
96 for the emergency response team to quickly locate a caller anywhere  
97 within such location.

98 (22) "Key telephone system" means a type of multiple-line telephone  
99 system designed to provide shared access to several outside lines  
100 through buttons, or keys, typically offering identified access lines with  
101 direct line appearance or termination on a given telephone set.

102 (23) "Local notification" means a system capability whereby a call to  
103 9-1-1 from a MLTS extension is directed through the 9-1-1 network to a  
104 PSAP and simultaneously to a switchboard operator, attendant or  
105 designated personnel where assistance can be provided to the PSAP to  
106 locate the caller or to assist in directing response. For local notification,  
107 the call back number shall be a telephone number that can be dialed  
108 from the PSTN, which will be answered by the switchboard operator,  
109 attendant or designated personnel. Local notification shall include the

110 ability of the switchboard operator, attendant or designated personnel  
111 to identify the location of telephones that have dialed 9-1-1.

112 (24) "Multi-line telephone system" or "MLTS" means a multi-line  
113 telephone system comprised of one or more common control units,  
114 telephone sets and control hardware and software. This includes  
115 network and premises-based systems, such as centrex and PBX, hybrid  
116 and key telephone systems.

117 (25) "MLTS operator" means the entity that either owns or rents  
118 from a third party and operates a MLTS through which a caller may  
119 place a 9-1-1 call through the public switched network.

120 (26) "Master street address guide" or "MSAG" means a database of  
121 street names and house number ranges within the associated  
122 communities defining emergency services zones and their associated  
123 emergency services numbers to enable proper routing of 9-1-1 calls.

124 (27) "North American Numbering Plan" means a method of  
125 identifying telephone trunks in the public network of North America.

126 (28) "Public switched network" means any common carrier network  
127 that provides circuit switching between public users.

128 (29) "Public switched telephone network" or "PSTN" means a  
129 worldwide voice telephone network accessible to all those with  
130 telephones and access privileges.

131 (30) "Shared telecommunications services" means  
132 telecommunications and information management services and  
133 equipment shared within a user group located in discrete private  
134 premises in building complexes, campuses or high-rise buildings by a  
135 commercial shared services provider or by a user association, through  
136 privately owned customer premises equipment and associated data  
137 processing and information management services. It also includes the  
138 provision of connections to the facilities of a local exchange and to  
139 interexchange telecommunications companies.

140     (31) "Workspace" means the physical area of a building where work  
141     is normally performed. This is a net square footage measurement that  
142     includes hallways, conference rooms, restroom and break rooms, but  
143     does not include wall thickness, shafts, heating, ventilating, or air  
144     conditioning equipment spaces, mechanical or electrical spaces or  
145     similar areas where employees do not normally have access.

146     Sec. 2. (NEW) (*Effective October 1, 2008*) (a) Operators of a shared  
147     MLTS serving residential customers shall ensure that the  
148     telecommunications system is connected to the public switched  
149     network so that a call to 9-1-1 results in one distinctive ANI and ALI  
150     for each living unit, unless the facility maintains, at all times,  
151     alternative methods to support enhanced 9-1-1.

152     (b) For a MLTS connected to the public switched network and  
153     serving business locations of one employer, the MLTS operator shall  
154     deliver the 9-1-1 call with an ELIN, which will result in one of the  
155     following: (1) An ERL that provides at least the building and floor  
156     location of the caller; (2) an ability to direct response through an  
157     alternative and adequate means of signaling by the establishment of a  
158     private answering point; or (3) a connection to a switchboard operator,  
159     attendant or a designated individual that provides for the  
160     establishment of local notification capability.

161     (c) The following shall not be required to provide more than one  
162     ERL: (1) A workspace fewer than 7,000 square feet and located on a  
163     single, contiguous property; (2) a location with key telephone systems;  
164     and (3) MLTS operators with fewer than 49 stations installed and  
165     occupying not more than 40,000 square feet on a single, contiguous  
166     property.

167     (d) Providers of shared telecommunications services shall ensure  
168     that the MLTS is connected to the public switched network so that calls  
169     to 9-1-1 from any telephone result in ALI for each respective ERL of  
170     each entity sharing the telecommunications services.

171     (e) Hotel and motel MLTS shall permit the dialing of 9-1-1 and the

172 MLTS operator shall ensure that the MLTS is connected to the public  
173 switched telephone network so that 9-1-1 calls originating from the  
174 hotel or motel MLTS either: (1) Provide the PSAP with the ability to  
175 clearly identify the address and BUI of the 9-1-1 caller through the  
176 delivery of ANI or ELIN that results in the subsequent retrieval of ALI  
177 by the PSAP for each telephone set within the facility; or (2) provide an  
178 automated system that will connect the caller, PSAP and  
179 knowledgeable designated individual at the facility when 9-1-1 is  
180 dialed. The designated individual may supplement or replace the ALI  
181 record with specific location information by effectively communicating  
182 to the PSAP the specific location of the caller.

183 (f) Where applicable, MLTS operators shall arrange to update the  
184 ALI database with appropriate MSAG valid address and callback  
185 information for each MLTS telephone, so that the location information  
186 specifies the ERL of the caller. These updates shall be made as soon as  
187 practicable for new MLTS installations, or within one business day of  
188 record completion of the actual changes for previously installed  
189 systems. The information in the ALI database is proprietary to MLTS  
190 operators and shall not be disclosed or used for any purpose other  
191 than facilitating emergency response to a 9-1-1 call.

192 (g) MLTS operators shall be considered to be in compliance with  
193 regulations adopted under section 8 of this act when the MLTS  
194 complies with enhanced 9-1-1 generally accepted industry standards  
195 as defined by the Department of Public Safety, Office of State-wide  
196 Emergency Telecommunications. The telecommunication carriers shall  
197 provide interconnectivity through the use of generally accepted  
198 industry standards.

199 (h) The MLTS operator shall make all reasonable efforts to ensure  
200 that potential 9-1-1 callers are aware of the proper procedures for  
201 calling for emergency assistance, such as when dialing the digit 9 is  
202 required. Dialing instruction requirements shall apply to all MLTS  
203 operators regardless of whether any other exemptions apply.

204 (i) MLTS shall support enhanced 9-1-1 calling by using any  
205 generally accepted industry standard signaling protocol, designed to  
206 produce an automatic display of caller information on the video  
207 terminal of the PSAP call-taker, unless the MLTS operator is exempt or  
208 a waiver has been granted in accordance with regulations adopted  
209 under section 8 of this act.

210 Sec. 3. (NEW) (*Effective October 1, 2008*) (a) Public agencies providing  
211 9-1-1 educational programs may develop programs to educate MLTS  
212 operators on how to access 9-1-1 emergency telephone systems and to  
213 provide adequate testing of the MLTS interface to the 9-1-1 system.

214 (b) No MLTS manufacturer, provider or operator shall be liable for  
215 any civil damages or penalties as a result of any act or omission, except  
216 willful or wanton misconduct, in connection with developing,  
217 adopting, operating or implementing any plan or system required by  
218 this act.

219 (c) Nothing in this section is intended to relieve employers of their  
220 obligations under federal and state workplace occupational safety and  
221 health statutes and regulations.

222 Sec. 4. (NEW) (*Effective October 1, 2008*) (a) In facilities offering  
223 alternative and adequate means of intercepting emergency calls,  
224 training shall be offered to individuals intercepting the call in  
225 accordance with regulations adopted under authority of section 8 of  
226 this act.

227 (b) MLTS with a single ERL and fewer than forty-nine stations shall  
228 not be required to comply with regulations adopted under section 8 of  
229 this act. Requirements for MLTS and wireless MLTS operators to  
230 provide dialing instructions shall continue to apply.

231 (c) MLTS operators that employ alternative methods of enhanced 9-  
232 1-1 support shall not be required to comply with regulations adopted  
233 under section 8 of this act.



234 Sec. 5. (NEW) (*Effective October 1, 2008*) (a) The requirements of  
235 sections 2 to 7, inclusive, of the regulations adopted under section 8 of  
236 this act shall not apply to the following types of equipment until two  
237 years after the effective date of a Federal Communications  
238 Commission ruling addressing implementation of enhanced 9-1-1  
239 support by such equipment: (1) MLTS wireless telephones; (2) MLTS  
240 Internet Protocol (IP) telephones; and (3) IP-based MLTS.

241 (b) A MLTS, using a combination of conventional stations and IP or  
242 wireless stations, shall be subject to this exemption for all calls made  
243 from the IP-based or wireless stations.

244 Sec. 6. (NEW) (*Effective October 1, 2008*) MLTS operators that are not  
245 exempt from regulations adopted under section 8 of this act may seek  
246 a waiver from the Office of State-Wide Emergency  
247 Telecommunications within the Department of Public Safety if  
248 bringing the system into compliance is impractical. The local exchange  
249 carrier shall not grant waivers or enforce compliance with sections 2 to  
250 7, inclusive, of this act or the regulations adopted under section 8 of  
251 this act.

252 Sec. 7. (NEW) (*Effective October 1, 2008*) (a) A MLTS installed on or  
253 after October 1, 2008, shall comply upon installation with the  
254 provisions of sections 2 to 7, inclusive, of this act and regulations  
255 adopted under section 8 of this act. Systems in existence on October 1,  
256 2006, or those installed within two years of the date that enhanced 9-1-  
257 1 MLTS support service is available, shall comply by October 1, 2013.

258 (b) Enhanced 9-1-1 MLTS support service is deemed to be available  
259 if: (1) The serving central office may accept ELIN information for the  
260 MLTS using generally accepted industry standard interfaces; (2)  
261 facilities are in place to accept the ERL information provided by the  
262 MLTS; and (3) the PSAP is equipped to utilize the ERL information.

263 (c) The MLTS operator may choose the industry standard interface.

264 (d) Operators of MLTS systems not connected to the enhanced 9-1-1

265 system because the chosen interface standard is not available from the  
 266 local exchange carrier shall report this information to the Department  
 267 of Public Safety, Office of State-wide Emergency Telecommunications.

268 Sec. 8. (NEW) (*Effective October 1, 2008*) The Commissioner of Public  
 269 Safety shall adopt regulations in accordance with the provisions of  
 270 chapter 54 of the general statutes to carry out the provisions of sections  
 271 2 to 7, inclusive, of this act. The regulations shall include (1)  
 272 requirements for MLTS, including a requirement for dialing  
 273 instructions, and (2) standards for MLTS operators and may include  
 274 for individuals intercepting the call in facilities offering alternative and  
 275 adequate means of intercepting emergency calls.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>October 1, 2008</i>	28-25
Sec. 2	<i>October 1, 2008</i>	New section
Sec. 3	<i>October 1, 2008</i>	New section
Sec. 4	<i>October 1, 2008</i>	New section
Sec. 5	<i>October 1, 2008</i>	New section
Sec. 6	<i>October 1, 2008</i>	New section
Sec. 7	<i>October 1, 2008</i>	New section
Sec. 8	<i>October 1, 2008</i>	New section

**APP**      *Joint Favorable Subst.*